

Should maintenance be required and could have been preventable by the resident following instructions, reporting concerns timely, and/or as a result of misuse or negligence, **RESIDENT(S) MAY BE RESPONSIBLE FOR THE CHARGES.**

- Maintenance requests can be made online using your tenant portal or on our website: www.acornpm.net
- Tenant(s) are not to make any repairs or authorize any maintenance to be completed without written permission from management.
- Maintenance will be scheduled in order of priority and urgency of the repair needed. Once damage has occurred, the Tenant is responsible for preventing further damage if possible.
- Tenant will not be paid for work done on the premises.
- Residents do not have the authority or should they contact vendors or contractors for any reason especially with instructions to bill Acorn Property Management.

LOCKED OUT

Contact a locksmith and supply your manager with a new key. If the lock is replaced it is requested that it be the same brand and features as the existing setup. If not, management could change the lock again to meet the previous standards at resident expense. In this situation the tenant may be responsible for the expense.

SMOKE DETECTOR BEEPING

If there is no sign of smoke, please change the batteries. Try dusting off the device as well. If problem persists, the device may need to be replaced. Place a work order with management immediately.

CARBON MONOXIDE DETECTOR BEEPING

If anyone is feeling ill, vacate the building immediately and call 911. Do not re-enter the home without approval from the fire department. Report it to your property manager.

If no one is feeling ill, silence the alarm, turn off all appliances and sources of combustion (furnace, fireplace, etc.). Ventilate the building by opening doors and windows. Depending on the frequency of beeping, you may need to change the batteries. If problem persists, the device may need to be replaced. Place a work order with management immediately.

PLUMBING

Please do not allow anything to be put into the plumbing system or to use it for any purpose other than for what it is designed. Tenants will be charged for any damage or stoppage including but not limited to hair, soap, personal cleansing wipes, feminine products, Q-tips, or other foreign object blockages unless caused by mechanical failure.

Toilet

Always attempt to unclog using a plunger. Use another toilet in the home until repair can be made. If you only have one bathroom, and the toilet is clogged, please make a maintenance request. Depending on the cause this could be a resident charge.

Leaks: Locate shut off valves for your different plumbing devices. Main water shut off valves are often located in front of the home near the curb. Check washers & fittings. Put a bucket in place to catch water until repair can be made. Contact management immediately and place a work order request.

Slow or clogged sink drains:

- Try to plunge first.
- Pour 1/4 cup baking soda down the drain. Pour in a cup vinegar, covering the hole so the fizz is forced down the drain. Repeat. Allow to sit 15 minutes and then flush with a gallon of boiling water.
- Do not use any harsh products such as Drano or Liquid Plumber.

SMELL OF GAS

- If source is easy to determine, attempt to shut off power to device.
- Contact NW Natural Gas IMMEDIATELY. Any odor of natural gas may indicate a leak. If you smell rotten eggs or sulfur, immediately leave the area and call NW Natural's 24-hour emergency line at 800-882-3377.

HOW TO RESET A CIRCUIT BREAKER

1. Turn off the light switches and unplug appliances in the room that has lost power.
2. Find your circuit breaker box and open the cover.
3. Locate the tripped breaker. Circuit breakers are small, usually horizontal switches labeled by the areas of the house they serve (for example, "kitchen," "bathroom" and so on). The tripped circuit breaker will be in the "off" position or in a middle position between "on" and "off". The tripped circuit breaker can be in the complete "off" position all the way to appearing like it is still on. In all cases, and despite the position of the breaker, cycle it completely off and then back on.
4. Reset the breaker by moving it to the full "off" position and then back to "on." That may clear an overload and return power to the room. If the breaker re-trips, you may have too many lamps and appliances plugged into the circuit; a damaged cord or plug; a short circuit in a receptacle, switch or fixture; or faulty wiring.
5. Identify and correct the malfunction before resetting the breaker.

DISHWASHER

If your dishwasher does not start or water does not enter:

- Make sure the breaker is not tripped.
- Make sure that the door is closed/latched all the way.

The dishes come out dirty:

- Remove as much food as possible from dishes. A dishwasher is designed to sanitize not clean. Make sure that the dishwasher has hot water.

Water does not drain from the dishwasher:

- Check the drain to see if it is clogged.

If none of these attempts at repair are successful, place a work order request with management.

GARBAGE DISPOSAL - DO NOT PUT GREASE, EGG SHELLS, ONION OR POTATO PEELS, PASTA, FRUIT PITS, etc. DOWN THE DISPOSAL.

If the disposal does not work:

- Push the reset button located on the disposal, typically red in color and located at the bottom of the disposal.

If the disposal makes loud noises:

- Something may be stuck in it. Unplug the disposal and remove any tough food or foreign objects with a long-handled spoon or tongs.

If the unit stops grinding while operating:

- Turn it off for a few minutes and turn it back on. If it does not resume, the blade may be stuck. Unplug the disposal. If you have a garbage disposal wrench then try that. If not, then insert a long-handled object like a broom or mop handle, and pry until the rotating wheel turns freely. Plug back in and start disposal.

REFRIGERATOR

If the machine rumbles and shakes:

- Try gently vacuuming using a brush attachment the coils at both the back and bottom of the refrigerator until you feel warmth emanating from the machine.
- Have it moved so that air can circulate freely around the sides and top.
- Check the thermostat to make sure it is set at the correct temperature.
- This may be caused by insufficient sealing of the refrigerator door.
- If none of these above attempts to repair fix the issue, place a work order request with management.

STOVE/OVEN

Burners:

- Gas burners- A yellow flame often indicates a need for general cleaning. Lift burners out and soak them in household ammonia for several hours.

- Electric- some electric stoves are self-cleaning, but they may be impaired if the reflectors are encrusted with spilled food. Soak reflectors in ammonia and polish with steel wool and rinse clean. If all burners are not working, try the breaker box.

Oven:

If the oven does not work:

- Check the automatic timer.
- Look to see whether the element is connected firmly to the receptacle.
- If your attempts to repair are unsuccessful, submit a work order request with management.

WATER HEATER

The water does not heat:

- If you have a gas heater, check the pilot light. If the pilot light is out, call NW Natural Gas to relight.
- If the heater is run by electricity, check the breaker. Throw the breaker to "off" and "on" even if it doesn't look to be tripped. Wait 30 minutes for the tank to reheat.

Water on the floor:

- Observe the amount and location of the water and call the office immediately.

ELECTRICAL

Any repairs requested as a result of a tripped breaker or GFCI that simply needs to be reset will be charged to the tenant. A GFCI is an outlet that has a black and red button in the center that says "reset" and "test".

- Try resetting ALL GFCI outlets in the home in case one is in control of a string of outlets.
- Change a burnt out light bulb as all light bulbs are tenant responsibility.
- Call the power company to ensure that the power bill has been paid.
- Call the power company to inquire about a possible power outage in your area.

Furnaces & Air Conditioners:

- Change all furnace & A/C filters as recommended as filters are the responsibility of tenants.
- Make sure that nothing is covering vents that would prevent heat from being dispersed.
- Oil for oil furnaces need to be checked regularly - do not allow oil to run too low. If damage is caused by a low oil level, the repair will be charged to the tenant(s).
- Check batteries in thermostat if applicable.
- Push reset buttons on machines if available.

EXTERMINATION

Report any pest problem within three (3) days of possession. If not reported, any future infestation shall be the tenants' responsibility. As per ORS 90.325, keep all areas of the premises under control of the tenant in every part as clean and free from rodents and vermin as the condition of the premises permits, and to the extent that the tenant is responsible for causing the problem. The tenant shall cooperate to a reasonable extent in assisting the landlord in any reasonable effort to remedy the problem.

In order to prevent common pests:

- Keep all food stored in sealed containers.
- Keep all premises clean, sanitary and free of accumulations of debris, filth, rubbish and garbage. Dispose of all garbage and filth in a proper manner. Make sure that all trash and recycling are disposed of in secured cans.
- Kill off the ant trail. Dip a sponge into soapy water & wipe the sponge down the trail, collecting ants. Rinse them down the drain. Rinse and repeat as often as needed until all ants in the trail have been removed.
- Sweep, mop, and vacuum regularly.
- Keep the sink clean. Avoid leaving dirty dishes and standing water for ants to drink, and do not leave food in the drain and/or garbage disposal.
- Keep laundry (clean or dirty) off of the floor; do not let laundry accumulate, especially if you've spilled food on your clothes.
- Check the bath products that you use. Sugar scrubs and floral soaps attract ants.

To eliminate common pests:

- Use foggers to treat indoor pests such as fleas, ants, spiders, etc. Remove the roaches on the fogger line. If not, this will only serve to spread the roaches instead of eliminate.
- Bait or traps can be used to treat rodents, such as mice, roaches, and ants.
- Hornets, yellow jackets, and wasps are aggressive. Pay attention to trees, shrubs, decks/patios, and entries near your home. If you see an active nest, notify management by submitting a work order request.

LANDSCAPING

- Unless otherwise noted on your rental agreement, you are expected to care for the lawn and grounds of the property that you are renting. This includes weekly grass cutting, watering, weeding, trimming shrubs at regular intervals, edging, leaf and debris removal, and fertilizing as necessary. If yard is unkept, management will hire a landscaper to complete the work to our standards and the tenant(s) will be charged the actual cost of the work.
- If Owner or HOA is responsible for yard care, they may enter for that purpose without prior notice.

MILDEW GROWTH

The key is moisture control. Dry out wet areas immediately. Prevent moisture with proper ventilation. Run exhaust fans in both laundry and bathroom areas at least 30 minutes after use. Use exhaust fan in hood when cooking, use lids for boiling pots, and ensure the clothes dryer is properly ducted. Leave a few inches between furniture and the wall. You can use a dehumidifier, fans, and open windows to help reduce the moisture in your home. Keep all rooms at a temperature not lower than 62 degrees. Treat the immediate growth area with a 50/50 bleach & water mix. Spray affected area, wipe with a clean cloth as needed.

WINTERIZING

Tenants are responsible for winterizing their unit. Disconnect all hoses and wrap all outside faucets prior to outside temperatures falling below freezing. Leave the heat on at all times during freezing weather. If you are leaving town, keep the thermostat at 60 degrees and open cupboard doors to allow heat to reach all plumbing. Tenants are responsible for clearing all snow from walkways and sidewalks as per city and county ordinances.